

**UNITED STATES COURT OF APPEALS
ELEVENTH CIRCUIT**

Position Title:	Technology Specialist - Miami, FL
Opening Date:	July 17, 2012
Closing Date:	August 7, 2012 or Until Filled
Developmental Salary Range (CL 25): With Full Performance Potential to:	\$40,145 - \$49,785 \$65,293

The Circuit Library of the U.S. Court of Appeals for the Eleventh Circuit is accepting applications for the position of **Technology Specialist**. This is a temporary position for one year and one day, with the potential to become a permanent position. The duty station will be the Federal Courts Library, Miami, Florida. The incumbent will serve as the library technician for the Federal Courts Library, James Lawrence King Building, in Miami. Persons interested in applying for this position should submit a cover letter and resume highlighting knowledge, skills, experience and qualifications as they pertain to this position to:

Cheryl Vessels
Human Resources Manager
Eleventh Circuit
United States Court of Appeals
56 Forsyth Street, NW
Atlanta, Georgia 30303

The selected candidate will be subject to a background check as a condition of employment.

Reimbursement for expenses associated with interview(s) and/or relocation is not available.

The Technology Specialist reports to the Manager of Desktop Support for information technology (IT) functions, and to the Circuit Librarian for Library functions, and performs technical services for both internal library staff and court personnel. This is a new position created to perform end user support activities in chambers and all court units of the circuit court (local and remote locations in Alabama, Florida, and Georgia). The position will provide help desk, technical, and end user support and for performing all automation support services necessary to assist local end users in the performance of their jobs.

DUTIES AND RESPONSIBILITIES: Test and evaluate software based on the Library's and court's needs and goals. Assist with providing support and training in basic software applications (e.g. Microsoft Office) and web resources to Library and court staff. Answer IT help desk telephone and record calls for service; perform routine troubleshooting to correct customer's problem and follow up until solution is found. Recommend or perform remedial actions to correct problems. Respond to inquiries concerning systems operation and diagnoses system hardware, software and operator problems. Instruct users in use of equipment, software and provide manuals as needed. Inspect personal computer equipment; prepare computer systems and peripherals for delivery to end users. Coordinate the repair and/or replacement of computer equipment such as computers, printers, or fax machines. Load, install or assist in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives. Coordinate set-up and troubleshooting of audio visual equipment for teleconferences, presentations, and courtroom sessions. Develop and support online solutions to delivery of the Library's information services. Travel within the Eleventh Circuit (Alabama, Florida, Georgia) and to remote sites as needed to provide automation support.

REQUIRED QUALIFICATIONS: A Bachelors Degree with at least one year of library experience preferred and a minimum of two years experience troubleshooting, repair and installation of automation hardware and software; familiarity with online research (including Lexis, Westlaw and the Internet) and familiarity with both print and electronic resources; familiarity with instructional technology, general knowledge of library systems, current trends, and emerging technologies; ability to troubleshoot and come up with creative solutions; excellent organizational, interpersonal and communication skills, including ability to assist in making presentations, conducting training sessions, and working in a team environment. Some travel may be required. Ability to lift and move equipment up to 50 pounds is required. Applicant must be a United States citizen or eligible to work for the federal government.

PREFERRED QUALIFICATIONS AND SKILLS:

- ▶ General understanding of digital library policies and best practices.
- ▶ Knowledge of computer processes and hardware/software capabilities, including desktop operating systems and common desktop applications.
- ▶ Knowledge of word processing software and ability to adapt it to local needs.
- ▶ Knowledge of WordPerfect and Microsoft Office products: Word, Excel, PowerPoint, Publisher.
- ▶ Skill in assisting with training and/or instructing court personnel in relevant hardware and software programs. This includes assisting with creating training resources, including tutorials.
- ▶ Ability to communicate technical information effectively (orally and in writing) to end users. Excellent organizational, verbal and written communication skills. Many of user interactions are with remote users with varying technological skills.
- ▶ Ability to work independently and/or with minimal supervision.
- ▶ Ability to exercise good judgment regarding proper business attire.
- ▶ Knowledge of using training software such as Captivate and web based applications.
- ▶ Experience working in a library and/or a technical Information Technology department.
- ▶ Experience with content management system such as Drupal.
- ▶ Ability to handle multiple priorities.
- ▶ Demonstrated ability to meet deadlines.
- ▶ Aptitude for detail-oriented work.
- ▶ Ability to comply with the Code of Conduct for Judiciary Employees and court confidentiality requirements.

SPECIALIZED EXPERIENCE: Progressively responsible experience that provided knowledge of the standards, terminology, trends, etc., in the area of library technology. Also, progressively responsible experience that involved the repair and installation of automation hardware and software.

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EMPLOYEE BENEFITS

Employees of the United States Courts are entitled to the same benefits as other federal government employees. They are not part of the Civil Service system, however. Some of the benefits of federal service are:

PAID VACATIONS	From 13 to 26 days per year depending on length of federal service.
PAID HOLIDAYS	10 days per year
SICK LEAVE	13 days per year
HEALTH INSURANCE	Employees may participate in the Federal Employees Health Benefits Program (FEHBP), and may choose from plans provided by several insurers. The government contributes up to 75% of the premium, depending on the plan selected.
DENTAL/VISION INSURANCE	Employees may participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP), which is a supplemental insurance program. Premiums are paid in full by the employee, however, the premium is deducted on a pre-tax basis.
LIFE INSURANCE	Employees may participate in the Federal Employees Group Life Insurance Program (FEGLI).
FLEXIBLE BENEFITS	Employees may participate in the Federal Judiciary Flexible Benefits Program which includes (1) a Premium Payment Plan which offers employees the choice of having health insurance premiums deducted from their pay either pre-taxes or after-taxes, and (2) a Flexible Spending Account which allows employees to set aside pre-tax money to cover certain health care and dependent care expenses.
LONG-TERM CARE INSURANCE	Employees may participate in the Federal Judiciary Group Long-Term Care Program which covers such benefits as community based care, nursing home care, hospice care and caregiver benefit. Spouses, parents, parents-in-law, grandparents, and grandparents-in-law are also eligible.
WITHIN-LEVEL SALARY INCREASES	Within each salary classification level there are 61 "steps." Based upon performance, employees within the Developmental Range (steps 1-24) are eligible for step increases every 13 pay periods and employees within the Full Performance Range (steps 25-61) are eligible for step increases annually.
TIME IN SERVICE	Time in service with other federal agencies and prior military service is credited for the purpose of computing employee leave and retirement benefits.
RETIREMENT	Employees contribute 6.45% of their salary toward a retirement plan under the Federal Employees Retirement System, to which the government also contributes. Of that 6.45%, 4.2% goes to social security, 1.45% goes to Medicare, and .8% goes to the FERS Basic Benefit Plan. Employees may also participate in a voluntary tax-deferred Thrift Savings Plan [similar to "401(k)" plans]. Benefits are generally available upon retirement at age 60 with 20 years of service or at an earlier age with 30 years of service. Reduced benefits may be available with fewer years of service. Specific details are available upon request.

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(revised 12/2006)